

RILEY COUNTY, KANSAS JOB DESCRIPTION

Job Title:	INFORMATION TECHNOLOGY SPECIALIST SUPPORT		
Department:	Information Technology Services	Division:	
Reports To:	Information Technology Director		
Pay Grade:	M	Status:	Full Time
FLSA Status:	Non-Exempt		

POSITION SUMMARY: To support all county end users by providing technical support and troubleshooting of all relevant hardware and software. The position will be the primary contact point for all county end users regarding hardware and software problems. This will include building, repairing and troubleshooting Personal computers, PC peripherals, and printers. The position will also be required to install, configure and troubleshoot software operating systems and applications. The position will also be responsible for a countywide hardware and software inventory.

ESSENTIAL FUNCTIONS:

1. **Help Desk Administration-** Develop and maintain an organized and responsive Riley County Technology help desk. Answer, support and resolve end user technology problems via phone, fax, e-mail, direct contact and Remote Desktop support. Receive, prioritize and delegate support calls to staff based on availability, expertise and need. Accumulate and maintain master computer list. Administer and maintain Track-it database of support calls and relevant information. Maintain a master support documentation list within Track-it database. Monitor and enforce Track-it usage.
2. **Anti-virus-** Install, configure, administer and maintain PC anti-virus defense system. Install, configure and update anti-virus software. Notify end users of specific virus threats via e-mail or the Intranet. Respond and communicate with those individuals who are having difficulty communicating with Riley County because of virus problems. Monitor end users who are in violation of proper anti-virus procedures and enforce policies.
3. **Intranet Administration-** Administer and maintain existing Riley County Intranet. Develop and design new sections of existing Intranet for improvement. Update Intranet with new and relevant information. Encourage increased usage of Intranet and develop ideas to increase visitation.
4. **Network Printer Administration-** Install and configure all county network printers. Keep a master list of all county network printers. Install all new network printers throughout county in accordance with IP scheme and naming scheme.
5. **Asset Inventory-** Keep a dynamic master list of all Information Systems assets including all pertinent information. Receive all newly purchased items into asset inventory and acquire needed information related to that item for entry into master asset inventory. Receive all assets transferred from other departments and complete necessary paperwork for Clerk's office and add to master asset inventory. Track and document disposal of existing inventory items and transfer of items to other departments.
6. **Microsoft Office Technical Support-** Provide upper level support for end user questions regarding Microsoft Office productivity suite.

7. **PC Security Update Server Administration**-Ensure all PC's and laptops receive timely security patches and updates. Administer the Security Update Server service for all relevant security updates.

Secondary Functions:

1. **Other-** Duties as assigned by the Information Systems Coordinator

POSITION REQUIREMENTS:

Knowledge and Experience: Detailed knowledge of PC's, with operating systems to include all Windows Operating Systems, and Microsoft Office productivity suites. Knowledge of common business software packages, 16 and 32 bit applications. Valid driver's license required. Ability to pass fingerprint background check required.

Education: Associates or technical degree required, Bachelor's degree preferred. A+ Certification, Network + certification, MCP, MCSE, CCNA or equivalent combination of education and hands-on experience is required.

Skills:

Hardware support skills
Software support skills
Personal communication skills
Verbal communication skills
Written communication skills
Troubleshooting and problem solving skills
Time management and prioritization skills
Ability to learn new technologies

Supervisory Controls:

1. Position will operate independently while answering technical support calls. Will provide supervisor with daily and weekly summaries of technical support calls.
2. Position will communicate directly with county end users to resolve problems
3. Position will be encouraged to make suggestions, or improvements in the support and administration of the help-desk, as well as, countywide hardware and software.
4. Work will be reviewed by supervisor on a weekly and monthly basis with feedback and input from end users comprising a significant portion of the performance feedback.

Guidelines:

1. Position will be required to follow all rules, policies and procedures of Riley County.
2. Position will be required to follow all rules, policies and procedures specific to the Information Systems Department.
3. Position will be required to follow all applicable hardware and software usage laws as well as all hardware and software copyright laws.

Complexity: The position will have to deal with a variety of problems made complex by the numerous

environments that could exist. The position will have to interpret feedback from the end user and devise a solution that then must be relayed back to the user in much simpler terms. The position is also made difficult by the fact that most end user expects immediate attention and is often unaware of other problems that may be occurring that does not involve them.

Scope and Effect of Work: The scope of the position is generally in the area of high importance. Since the majority of the duties of this position involve computer support and troubleshooting the position can have a drastic impact on the performance of all end users. If this position does not provide the necessary answers and correctly identify and solve various problems county employees (individually or as a whole) may not have access to their computer or the network, which could consequently affect their job performance. This job places a premium on reliability, accuracy and dependability.

Personal Contacts: This position will have the possibility to have contact with every employee of Riley County. Technical support and troubleshooting will often require the individual to contact the end user to resolve the problem. Through classroom training this position would also have personal contact with other employees.

Purpose of Contacts: Personal contact will be required to provide technical support and troubleshooting. Personal contact will also be necessary while providing training for county employees.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; crouch, or crawl; talk or hear. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to moderate noise levels. The position may also require temporarily working underneath desks and workstations. Occasional trips outdoors are necessary. The position has the potential to occasionally be exposed to dust.

Approved: _____ Date:
(Supervisor)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.